

Housekeeping Supervisor at Fairmont Hotels & Resorts

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

The Fairmont Norfolk is a historic hotel in Nairobi, Kenya and is owned by the luxury hotel chain, Fairmont Hotels and Resorts. The hotel has rooms, 4 restaurants, and consists of 5 main blocks, each ranging from 1 to 2 stories high. The hotel has a signature Tudor style of architecture that has been maintained since its original construction.

Responsibilities

Lead and supervise the day-to-day operation of the department to ensure service standards are followed with friendly and engaging service

Conduct room and public area inspection

Record room status in allocated section accurately

Handle guest concerns and react quickly, tracking and notifying proper areas to guarantee memorable moments for our guests

Ensure employees are informed daily about priorities to personalize service

Report unusual behavior/activities on floors to Assistant Housekeeping Manager

Comply with hotel's health, safety and hygiene policies

Qualifications

Your experience and skills include:

Work experience as a Housekeeping Supervisor or similar role

Diploma in Hotel Management or related field

Warm and caring personality; previous experience in the same leadership role is an asset

Prior experience working with Opera or a related system

Ability to anticipate and focus attention on guest needs, being professional and welcoming

Excellent organizational skills and time management

Strong interpersonal and problem-solving abilities and the ability to lead by example

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